



State of Illinois
Illinois Department of Veterans' Affairs



Annual Report

FY-2014



**TO THE GOVERNOR, THE HONORABLE MEMBERS OF THE GENERAL ASSEMBLY,
AND THE PEOPLE OF ILLINOIS:**



I am honored to present the Illinois Department of Veterans' Affairs (IDVA) **Fiscal Year 2014 Annual Report** for your review and consideration. The IDVA mission is "...to empower veterans and their families to thrive" and our 1,332 staff members professionally execute that mission every day.

We do this not just as an expression of gratitude to those who have served, but also for the sake of our Illinois communities and businesses. After all, our veterans are proven, hard-working and dedicated people - assets to their communities and organizations. Their contributions help all of Illinois thrive. That is why we at IDVA are proud to assist the nearly 750,000 veterans who live in this great state. Illinois is a recognized and respected national leader in veteran services, programs and engagement, and has been so for several years. We have innovative state and local programs to meet the needs of our veterans, their dependents, and their families. The IDVA made great strides in serving the veteran community during FY 2014:

- Veteran unemployment was the major focus of the IDVA over FY 2014 and remains our top priority. In partnership with other agencies and organizations - notably the **Illinois Department of Employment Security (IDES)** and the **U.S. Chamber of Commerce Foundation** - we supported nearly 100 hiring fairs, employment workshops, or networking events; opportunities for veterans, military and their spouses to find good-paying jobs. We did this through the increased use of "smart fair" **Hiring Our Heroes** events statewide. Further, we continued leading the multi-agency effort implementing **Executive Order 13-02** to better apply military training and education to state licensing, and were awarded a competitive national grant from the National Governors Association to launch a pilot program to carry out this initiative.
- Our **Veteran Service Officers (VSOs)** are experts in helping veterans navigate the complex system of federal, state, and local benefits and resources available to them. Now equipped and certified on **CyberVet**, an electronic platform that allows for streamlined, accurate processing and records management for our veterans' claims, our VSOs processed nearly 90,000 packets to the U.S. Department of Veterans Affairs (USDVA). Through increased training, accountability and accreditation for our VSOs, we enhanced the quality of service. These activities were instrumental for initial claims and continued receipt of federal monies, to include **\$43.4 million in retroactive federal benefits** and more than **\$84 million annually being received by Illinois veterans**, their dependents, and their survivors. We facilitated veteran access to our VSOs through our ongoing **Stand Up and Be Counted** campaign, which encouraged veterans to register online to better access services.
- **Illinois Joining Forces (IJF)**, a public-private network of organizations committed to creating a "**no wrong door**" system of support for Illinois veterans, reached maturity and grew to over 200 member organizations, including educational institutions, veterans' organizations, employers, and faith-based groups. Partnering with the **Illinois Department of Military Affairs (IDMA)**, we championed legislation to form the **Illinois Joining Forces Foundation (IJFF)** which was signed into law by Governor Pat Quinn in August, and allows IJF to grow and thrive in service to our military, veterans and family members.

- Our **four veterans' homes** provided quality care to nearly 1,000 aging heroes with high standards of care. We secured state funding for a fifth facility - a new 200-bed veterans' home on the northwest side of Chicago - and broke ground in September 2014. The USDVA has approved federal reimbursement for up to 65 percent of the eligible construction costs, meaning as much as \$45.8 million could be covered by the federal government.
- **Outreach** to veterans continued in FY 2014 through the expansion of the IDVA's award-winning monthly newsletter, our dynamic social media platforms, and responsive media and public engagement, altogether reaching thousands of individuals and hundreds of veteran organizations with news, events, legislation, programs, and resources.
- Through our **Mission: Veterans 2 Entrepreneurs (MV2E)** seminar series, the Department continued to offer customized, multifaceted assistance and expertise to Veteran-Owned Businesses (VOB) in Illinois, equipping them with a host of business development resources and information that better position them to obtain government contracts and thrive in their communities.
- Since February 2006, the **Veterans' Cash Grant Committee** has authorized **240 grants totaling \$11.9 million**. In FY 2014 alone, the committee awarded **27 grants totaling \$630,232** from the **Veterans' Cash Lottery** proceeds. The recipient organizations help provide post-traumatic stress disorder (PTSD) treatment and research, long-term health care, health insurance cost relief, disability benefits, and housing assistance.
- The Department expanded its **Women Veterans Program** in FY 2014 by hiring a full-time **Women Veterans' Coordinator**, and through networking, information, entrepreneurship training programs and other events tailored toward women veterans.
- IDVA enhanced its performance measure system and implemented client satisfaction surveys in our Homes and Veteran Services Offices. These efforts are providing detailed feedback on the quantity and quality of our services, allowing for consistent improvement of operations.



Under the leadership of Governor Pat Quinn, the agency's senior executive staff and the 1,300 plus dedicated staff of the Illinois Department of Veterans' Affairs, FY 2014 was a remarkable year. I am extremely proud of the amazing results we accomplished together and the services we rendered to Illinois' veterans by the Department. I remain grateful for the opportunity to serve at the helm of our professional, experienced, and dedicated team of veteran advocates and look forward to continued work with them, our many partner organizations, and the General Assembly to serve veterans even better in the future.

Rodrigo Garcia
Acting Director
Illinois Department of Veterans' Affairs

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EXECUTIVE SUMMARY

Illinois' long and proud history of service to veterans began in 1886 with the establishment of the Illinois Soldiers' and Sailors' Home for Civil War Veterans. Created through legislation enacted in 1945, the Illinois Veterans' Commission was responsible for state services to veterans until 1976, when it was succeeded by the Illinois Department of Veterans' Affairs (IDVA). The IDVA, created by Public Act 79-376, is charged with responsibility for the welfare and needs of Illinois veterans, their dependents and survivors. IDVA maintains administrative offices in Springfield and Chicago, four veterans' homes, and more than 73 full and part-time field offices servicing the 102 counties of the state.

Through the field offices, veterans and their families obtain assistance in navigating the complex system of federal, state and local resources and benefits. Acting as veterans' authorized representatives, the Department's accredited Veteran Service Officers provide counseling and assistance in presenting claims to the U.S. Department of Veterans Affairs (USDVA) on behalf of veterans and their dependents or survivors; these claims may include disability compensation, education benefits, pensions, insurance, hospitalization and rehabilitation. Field Services also include confirming veterans' eligibility for state benefits and services, as well as assisting veterans in coordinating with local, state and federal agencies. In FY 2014, the 73 Field Service VSOs helped Illinois veterans to obtain more than \$127.4 million in initial and retroactive claims from the USDVA, with an operating budget \$5.1 million.

**10th largest veteran population
in the country
744,710 veterans**

In FY 2014, IDVA was funded to provide skilled nursing care to more than 900 veterans each month through its Veterans' Homes in Quincy, Manteno, LaSalle and Anna. These facilities primarily provide licensed skilled nursing care beds available to veterans in need of long-term care; Quincy and Anna also have a limited number of domiciliary beds for residents who do not require skilled care. In addition, IDVA is assisting the design and construction process for a new 200-bed Veterans' Home in Chicago. All of IDVA's Veterans' Homes are annually certified by the USDVA and licensed and inspected by the Illinois Department of Public Health (IDPH).

**Illinois Veterans' Homes
have an overall
Resident Satisfaction
rate of 9.3 out of 10**

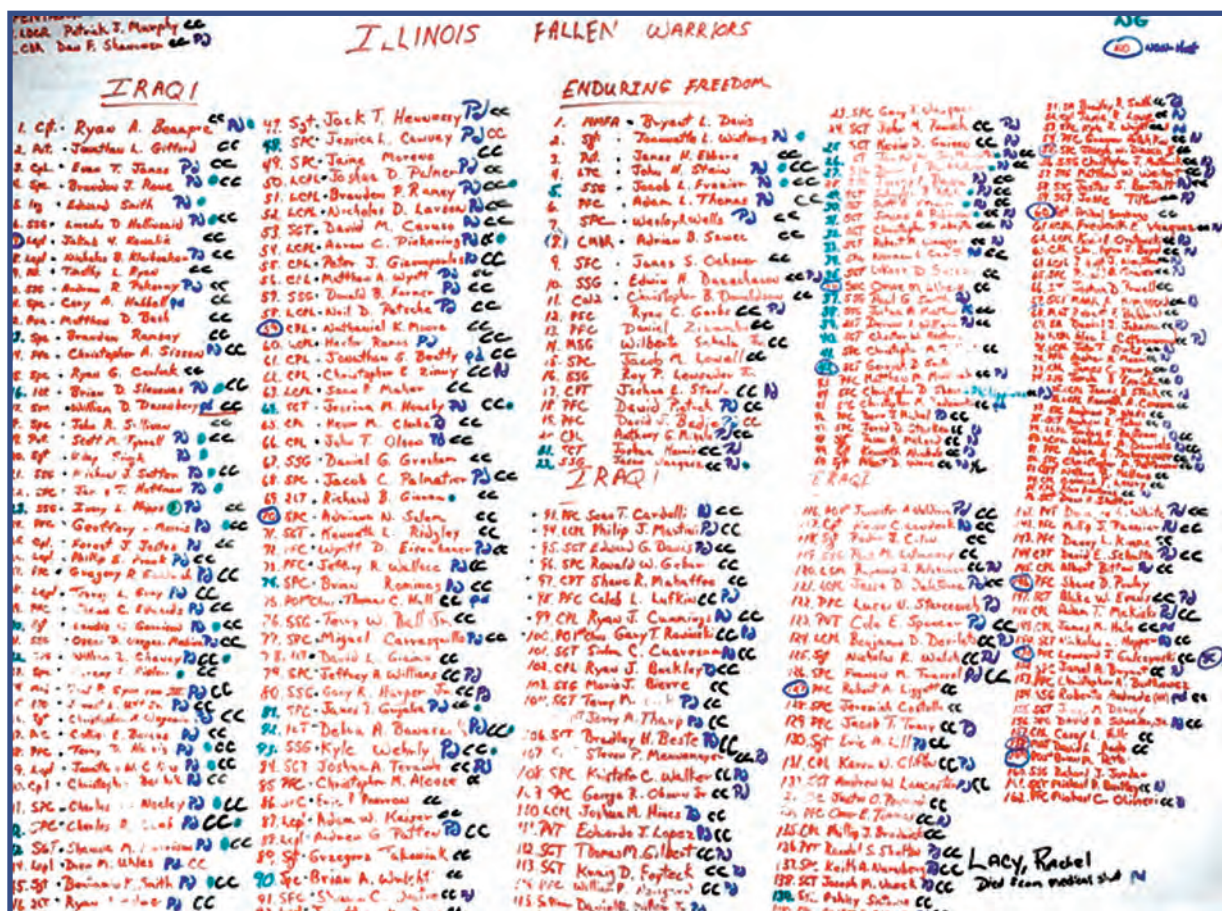
IDVA assists in coordinating services and activities among state and federal agencies, as well as with non-profit organizations that serve veterans. To accomplish this, IDVA staff serves on a number of statutory committees and task forces and work in partnership with several federal agencies, including the USDVA, the U.S. Small Business Administration, and the U.S. Department of Labor. IDVA has established and maintains a network of advocacy with a variety of state agencies including the Department of Employment Security, the Department of Corrections, the Department on Aging, the Department of Commerce and Economic Opportunity, the Department of Human Services, the Department of Military Affairs, the Department of Children and Family Services, the Department of Public Health and the Department of Healthcare and Family Services.

The key initiatives of the Department this year have been Illinois Joining Forces (IJF), a public-private network which assists service members, veterans, and their families navigate the "sea of goodwill"; increased outreach efforts through the agency newsletter and improving access to Veteran Service Officers online; programs, initiatives, and partnerships to address the veteran unemployment issue and equip Veteran-Owned Businesses; assistance to veterans in accessing training opportunities and transitioning their military training toward state license requirements; expansion of a Women Veterans Program; continued work toward opening the 200-bed Illinois Veterans' Home - Chicago; and continued support of the Illinois Warrior Assistance Program, the Veterans Cash Lottery Ticket Grant Program, Veterans Treatment Courts in various counties, and the Veterans Care Program.

**Increased Veteran-Owned
Businesses
245% in FY 2014**

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
GRF	\$ 68,265.3	\$ 68,265.3	\$ 67,601.1	\$ 664.2
HF	\$ 57,828.9	\$ 57,828.9	\$ 43,182.4	\$ 14,646.5
OTHER	\$ 10,838.4	\$ 10,888.4	\$ 3,442.2	\$ 7,439.3
TOTAL APPROPRIATED FUNDS	\$ 136,932.6	\$ 136,982.6	\$ 114,225.7	\$ 22,750.0
NON-APPROPRIATED FUNDS	\$ 100.0	\$ 100.0	\$ 56.9	\$ 43.1
TOTAL AGENCY	\$ 137,032.6	\$ 137,082.6	\$ 114,282.6	\$ 22,793.1



This whiteboard was in the IDVA Central Office and was used to record and track the fallen from combat operations from September 11, 2001 forward, starting in the hours and days after the 9/11 Attacks. In addition to automated IDVA systems, this board was updated and used as a visual reminder to IDVA as to the cost of freedom. Fortunately, it was not used as much in FY 2014.

IDVA SENIOR STAFF

**As of 10/21/2014*

Rodrigo Garcia*
Acting Director

Vacant*
Assistant Director

Simon Wlodarski
Chief of Staff

Miguel Calderon
Human Resources Manager

Deborah L. Miller
Chief Fiscal Officer

Vacant*
Legislative Liaison

Elisabeth Pennix
Women Veterans, IJF and
Gold Star Families Program Manager

Trish McGill*
General Counsel

Grant Swinger*
Deputy General Counsel

Leighann Brown*
Chief Internal Auditor

Scott Bales
Chief Information Officer

Mark Patterson
Grants Division Supervisor

Dan Wellman
Administrator, State Approving Agency

Ruby Taylor*
EEO Officer (Interim)

Max Dulberger
Office of the Director

Edie Long
Office of the Director

Harry Sawyer
Manager, Field Services

Anthony Vaughn
Field Services Trainer

Jeff Willis
Northern Division Supervisor

Lisa Tisdale
Central Division Supervisor

Earl White
Southern Division Supervisor

Joe Petrosky
Appeals Supervisor

Joy Ward
Senior Home Administrator

Gwen M. Diehl
Veterans' Homes Capital Development
Coordinator

Ryan Yantis
Communication Manager

With Special Thanks to

Erica J. Borggren
IDVA Director, FY 2014

Tony Kolbeck
Legislative Liaison, FY 2014

Jaime Martinez
General Counsel, FY 2014

Jay Wagner
Chief Internal Auditor, FY 2014

** Positions noted were occupied by other personnel through the end of FY 2014; staffing provided as of the report date.*

CENTRAL OFFICE

The administrative oversight of the IDVA is conducted at the Central Office in Springfield and Chicago. The Fiscal, Personnel, Information Technology, Supply & Services, Legal, Communications and Legislative Divisions are headquartered in Central Office. The Central Office is also home to the staffs of the Grants Program, Audit, and the State Approving Agency (SAA), which are outlined later in this report.

The Fiscal Division is responsible for all agency accounting functions. This includes procurement of goods and services for the agency, invoice vouchering, receipt processing functions, expenditure tracking, preparation and execution of the annual budget, headcount tracking and certification, financial and operational reporting, property control, and lease coordination. In addition, the fiscal division is responsible for telecom, travel, and vehicle coordination.

The Senior Home Administrator supervises leadership and operations of all four Veterans' Homes and the Prince Home, ensuring compliance with federal and state standards of long-term care and operations. Develops Department-wide policies for the Homes; and serves as a key subject-matter expert for Department leadership.

The Veterans' Homes Coordinator conducts long-range planning for future capital projects to meet the care needs of residents of the Illinois Veterans Homes and preserve the State's facilities and capital assets; serves as liaison with the Capital Development Board (CDB), IDPH, the Health Facilities and Services Review Board and the USDVA for capital improvement projects; and ensures that requests for federal assistance and grants are submitted to reduce state expenditures.

The Human Resources Division is responsible for all employment, payroll, insurance, time and attendance, workers' compensation and unemployment claims. This unit also oversees personnel operations at the four Veterans' Homes through their respective Human Resources Offices.

The Information Technology Division is responsible for managing and supporting technological innovation of the Department, improving Veterans' services through the use of technology, and the secure storage of computerized data. The IT Division maintains the computer communications hub for the Department and is the central link for supporting technologies employed at our Veterans' Homes and the field offices, to include the complete network infrastructure restructuring with built-in cellular backup redundancy in Central Office and the Homes during the fiscal year.

The Supply & Services Division works in conjunction with all other divisions in ordering and providing supplies, graphic design and the printing of forms, booklets, newsletters, brochures, posters, banners etc. and coordinates external printing requirements, totaling 977,986 printing impressions for FY14. This division is responsible for the maintenance management of the Central Office automobile fleet of 7 vehicles. It is also responsible for the incoming and outgoing correspondence, with 26,000 pieces processed in FY 2014.

The Legislative Division works in conjunction with the Governor's legislative office, elected officials, and the Senate and House staff. The Legislative Liaison provides assistance with constituent questions and concerns, drafts legislation pursuant to agency needs, and testifies in committee on issues pertaining to Veterans.

The Legal Division serves as the Chief Legal Counsel for the Department and reports directly to the Agency Director and the Governor's Office of the General Counsel. This Division provides legal advice and advises Department leadership regarding various issues and decisions. The Legal Division interprets laws and

regulations; gives legal advice; and writes or reviews administrative rules for legislative consideration. Additionally, the General Counsel serves as the Agency's Ethics Officer, the Freedom of Information Act Officer, and the Public Access Officer.

The Communications Division serves as the primary informational outreach effort of IDVA and helps plan, craft, deliver and measure communications to veterans, their families and the general public through media engagement, newsletters, social media, special events, leadership support, and response to queries. Information is provided via media advisories and press releases; responses to media and public queries; social media and Internet engagement; briefings/informational packets, speeches, talking points and fact sheets; communications counsel and support Agency-wide as needed.

Senior Program Manager for Illinois Joining Forces works as the administrative lead for the Illinois Joining Forces Foundation, a legislatively chartered non-profit charity comprised of member organizations that assist service members, veterans and their families through the work of 9 various Working Groups dedicated to specific veteran issues. Also, this manager leads the Veteran Leader Corps members and staff from IDVA from Chicago and Springfield that provide statutorily-mandated support for IJF.

Illinois Joining Forces
9 Working Groups
14 Training Events
186 Member Organizations
464 people referred for services
53 Working Group Collaboration Meetings
944 Service Providers/Volunteers Trained

The Women Veterans Program Manager provides a point of contact and resource for women veterans in Illinois, serves on the National Association of Women Veteran Coordinators, and leads discussions to develop outreach and service programs for their benefit, makes policy recommendations, and provides issue-specific support to Illinois' women veterans.

The Gold Star Families Program Manager works closely with families that have lost a son or daughter in combat to assist them obtaining their benefits, works directly with the Governor's Office to coordinate and liaise with Gold Star Families attendance at events held for their benefit and commemoration, and coordinates the delivery and display of the Portraits of a Soldier exhibit at various events, state-wide.



The IDVA also engages veterans, the community, and businesses with a wide range of Special Services and Programs which include, but are not limited to:

- The Veteran of the Month, recently renamed the Abraham Lincoln Veteran Champion Award, which honored the work and contributions of 12 Illinois veterans whose contributions in service to their fellow veterans and their local communities are truly above and beyond.
- Mission: Veterans 2 Entrepreneurs (MV2E) is an IDVA and Central Management Services (CMS) joint-led initiative that over 170 veterans and returning service members with up-to-date information, resources and assistance in becoming a successful business owner.
- The Illinois Hires Heroes Consortium (IHHC) empowers and recognizes Illinois employers who know the great value veterans bring to the workplace and who are "veteran-friendly". IHHC members commit to implementing veteran recruitment, training and retention practices, and both IDVA and IDES assist participants in meeting simple goals that will lead the employer on the path to recruiting and retaining high-quality veteran candidates.

IHCC membership
Increased
462% in FY 2014

ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
CENTRAL OFFICE	\$ 14,982.8	\$ 15,032.8	\$ 7,718.1	\$ 7,314.7
APPROPRIATED	\$ 14,982.8	\$ 15,032.8	\$ 7,718.1	\$ 7,314.7
NON-APPROPRIATED	\$ 50.0	\$ 50.0	\$ 6.9	\$ 43.1
CENTRAL OFFICE	\$ 15,032.8	\$ 15,032.8	\$ 7,718.1	\$ 7,314.7
GRF	\$ 6,059.8	\$ 6,059.8	\$ 5,703.8	\$ 356.0
IMFRF	\$ 250.0	\$ 250.0	\$ -	\$ 250.0
IVHF	\$ 150.0	\$ 150.0	\$ 125.0	\$ 25.0
IVAF	\$ 8,300.0	\$ 8,300.0	\$ 1,703.8	\$ 6,596.2
IAHTF	\$ 223.0	\$ 223.0	\$ 178.6	\$ 44.4
VASPF	\$ 50.0	\$ 50.0	\$ 6.9	\$ 43.1
Operations	\$ 5,296.5	\$ 5,296.5	\$ 5,068.3	\$ 228.2
Personal Services	\$ 3,524.8	\$ 3,524.8	\$ 3,355.8	\$ 169.0
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 285.5	\$ 285.5	\$ 247.3	\$ 38.2
Contractual Services	\$ 542.7	\$ 542.7	\$ 535.8	\$ 6.9
Travel	\$ 28.1	\$ 28.1	\$ 27.2	\$ 0.9
Commodities	\$ 6.5	\$ 6.5	\$ 5.8	\$ 0.7
Printing	\$ 7.8	\$ 7.8	\$ 6.6	\$ 1.2
Equipment	\$ 12.0	\$ 12.0	\$ 11.0	\$ 1.0
Electronic Data Processing	\$ 813.6	\$ 813.6	\$ 809.4	\$ 4.2
Telecommunications	\$ 64.3	\$ 64.3	\$ 59.1	\$ 5.2
Operation of Automotive Equipment	\$ 11.2	\$ 11.2	\$ 10.3	\$ 0.9
Grants	\$ 763.3	\$ 763.3	\$ 635.5	\$ 127.8
GRF	\$ 763.3	\$ 763.3	\$ 635.5	\$ 127.8
Illinois Warrior Assistance Program	\$ 250.0	\$ 250.0	\$ 187.4	\$ 62.6
Bonus Payments to War Veterans	\$ 198.0	\$ 198.0	\$ 166.4	\$ 31.6
Educational Opportunities	\$ 74.3	\$ 74.3	\$ 40.7	\$ 33.6
Cartage & Erection of Headstones	\$ 241.0	\$ 241.0	\$ 241.0	\$ -
MIA/POW Scholarship	\$ -	\$ -	\$ -	\$ -
IMFRF				
Illinois Military Family Relief Fund	\$ 250.0	\$ 250.0	\$ -	\$ 250.0
IVHF				
Illinois Veterans' Homes Fund	\$ 150.0	\$ 150.0	\$ 125.0	\$ 25.0
IVAF				
Veterans Assistance Fund	\$ 8,300.0	\$ 8,300.0	\$ 1,703.8	\$ 6,596.2
IAHTF				
Illinois Affordable Housing Trust Fund	\$ 223.0	\$ 223.0	\$ 178.6	\$ 44.4
VASPF				
Veterans' Affairs State Projects Fund	\$ 50.0	\$ 50.0	\$ 6.9	\$ 43.1

GRANTS

The Grants Division is responsible for the administration of the numerous grants programs run by the IDVA, including education grants and bonuses. This division also houses more than 1.8 million veterans' records, dating from the Civil War Era to the present, and is responsible for recording discharges and maintaining an honor roll of deceased veterans in Illinois. To further enhance the Department's ability to store and utilize these records, a project to convert these documents into electronic format is underway; to date 2,489,393 military documents have been added to the electronic database with 250,034 added in FY 2014.

EDUCATION

EDUCATIONAL OPPORTUNITIES FOR CHILDREN (10-18). Financial aid is provided annually to each child, between the age of 10 and 18 years, of a veteran who died or became permanent and totally disabled as a result of service in the Armed Forces.

MIA/POW SCHOLARSHIP. Qualified dependents are entitled to full payment of tuition at a state-supported Illinois institution of higher learning, consisting of the equivalent of four calendar years of full-time enrollment, including summer terms. To be eligible, an Illinois resident must be the dependent of a veteran who:

- Was an Illinois resident at the time of entering service; became an Illinois resident within 6 months of entering service; or, until July 1, 2014, became an Illinois resident within 6 months after leaving the service and can establish at least 30 years of continuous residency in the State of Illinois; and
- Has been declared by the U.S. Department of Defense (DOD) or USDVA:
 - To be a prisoner of war;
 - To be missing-in-action;
 - To have died as a result of a service-connected disability; or
 - To be permanently disabled from service-connected causes with 100 percent disability.

ILLINOIS VETERAN GRANT (IVG). The program waives tuition and certain fees at all Illinois state-supported colleges, universities, and community colleges for Illinois residents. An individual must:

- be a veteran;
- reside in Illinois six months before entering the service;
- have at least one full year of active duty in the US Armed Forces; and
- return to Illinois within six months of discharge from the service.

Applications and additional information are available from VSOs, college financial aid offices, or the Illinois Student Assistance Commission, 1755 Lake Cook Road, Deerfield, IL 60015, phone 800-899-4722.

CHILDREN OF VETERANS. Each county in the state shall be entitled, annually, to six (6) honorary scholarship at the University of Illinois, one each for the benefit of children of veterans of World War II, Korean War, Vietnam Conflict, Southwest Asia Conflict, Operation Enduring Freedom and Operation Iraqi Freedom periods, with preference being given to the children of deceased and disabled veterans. Such children shall be entitled to a scholarship at any campus of the University for a term of at least four consecutive years. Details may be obtained from the University Financial Aid Office.

BONUS AND BENEFIT PAYMENTS

WORLD WAR II. A one-time bonus payment equal to \$10 per month for domestic service and \$15 per month for foreign service is payable to Illinois residents who served on active duty from September 16, 1940, to September 3, 1945, and received an Honorable Discharge. Survivors are entitled to a benefit of \$1,000, if the veteran's death was service-connected and within the period specified.

KOREAN, VIETNAM, PERSIAN GULF and GLOBAL WAR ON TERROR BONUS. A \$100 bonus is payable for service during one of the following periods:

Korea	June 25, 1950 - July 27, 1953
Vietnam	January 1, 1961 - March 28, 1973
Persian Gulf	August 2, 1990 - November 30, 1995
Global War on Terrorism	September 11, 2001 onward

The claimant must also have received one of the following medals: Korean Service Medal, Vietnam Service Medal, Armed Forces Expeditionary Medal Vietnam Era, the Southwest Asia Service Medal, GWOT Expeditionary Medal or Service Medal with qualifying overseas service, Iraq Campaign Medal or Afghanistan Campaign Medal, along with having been a resident of Illinois for 12 months immediately prior to entering service, and having received an Honorable Discharge. Individuals currently on active duty who served in the Persian Gulf or GWOT may apply prior to discharge.

VIETNAM VETERANS COMPENSATION. If the death of a veteran of the Vietnam Conflict is the direct result of service-connected disabilities incurred in the period specified, survivors are entitled to a \$1,000 one-time payment.

GLOBAL WAR ON TERRORISM COMPENSATION. Surviving dependents or family members of military personnel who died in the Global War on Terrorism may apply for \$3,000 compensation.

POW COMPENSATION. A person on active duty with the Armed Forces of the United States or employed by the United States Government on or after January 1, 1961, who was a resident of Illinois 12 months prior to entry, and who was taken and held prisoner by hostile forces in Southeast Asia, is entitled to \$50 for each month or portion thereof that they were held captive.

SURVIVORS' COMPENSATION. A one-time grant of \$900 is payable to survivors of veterans who were killed in action in WWII, and a one-time grant of \$1,000 is payable to survivors of veterans killed in action in during the Korean War, Vietnam War, and Desert Shield/Storm, if the deceased had Illinois residency for at least 12 months immediately preceding entry into military service.

ILLINOIS COURT OF CLAIMS. The Illinois Department of Veterans' Affairs assists surviving eligible dependents in filing claims for death benefits - up to \$342,088 - pursuant to Line of Duty Compensation Act. In the case of an Armed Forces member, "killed in the line of duty" means losing one's life while on active duty in connection with the September 11, 2001 terrorist attacks on the United States, Operation Enduring Freedom, or Operation Iraqi Freedom.

VEHICLES

The IDVA provides support to veterans during the application process for any of the statutory vehicle-related benefits under the purview of the Illinois Secretary of State (SOS).

These include:

- Disabled Veterans License Plates
- Special License Plates



The IDVA Grant Records section provides verification of service-related qualification required by statute (medical disability, service-qualifying information, etc.) using validated records provided by the veteran, or documents currently on file in the IDVA Grant Records section. Applications for any of the vehicle-related benefits are processed through the offices of the Secretary of State, often with the assistance of a VSO.

REAL ESTATE

TAX EXEMPTION. This exemption is allowed on the assessed value of real property for which federal funds have been used for the purchase or construction of specially adapted housing for as long as the veteran, or the spouse, or unmarried surviving spouse resides on the property.

SPECIALLY ADAPTED HOUSING. Assistance is provided for service-connected disabled veterans for the purpose of acquiring and remodeling suitable dwelling units with special fixtures or moveable facilities made necessary by the veteran's permanent and total service-connected disabilities.

Returning Veterans' Homestead Exemption

The Returning Veterans' Homestead Exemption provides qualifying veterans a one-time \$5,000 reduction to their homes' equalized assessed value (EAV). Qualifying veterans who return from active duty in an armed conflict involving the U.S. armed forces can file an application upon their return home to receive this exemption from their local County Assessor's Office.

Disabled Veterans' Standard Homestead Exemption

The Disabled Veterans' Standard Homestead Exemption provides a reduction in a property's EAV to a qualifying property owned by a veteran with a service-connected disability. A \$2,500 homestead exemption is available to a veteran with a service-connected disability of at least 50% but less than 70%; a \$5,000 homestead exemption is available to a veteran with a service connected disability of at least 70%. Qualifying veterans must file an annual application by their counties' deadlines to continue to receive this exemption with their local County Assessor's Office.

RECORDS AND FILES

PUBLIC RECORDS. Certified copies of public records for veterans will be furnished by the Department of Veterans' Affairs, on the first request without charge. Additional requests for certified copies of public records or for public records outside of the State might require a fee.

BURIAL BENEFITS

CARTAGE AND ERECTION FEES. When a headstone or marker has been furnished by the Federal government, the IDVA shall pay the allowable reimbursement amount of \$100 for the setting of such marker within Illinois.

GRAVES REGISTRATION. The IDVA shall maintain a Roll of Honor of all veterans buried in the State of Illinois. Every person, firm, or corporation owning or controlling any cemetery or burial place in this state is required to keep a permanent record of the burial of each U.S. war veteran or memorial marker erected for this purpose.

GRANTS			
Summary of Activity for FY 2014			
	CLAIMS	EXPENSES	BALANCE
Cartage and Erection of Government Headstones	3162	\$241,000.00	\$0.00
Bonus Payments	1,178	\$166,400.00	\$31,600.00
GWOT / Living	1006	\$100,600.00	-
Desert Storm	90	\$9,000.00	-
Korean	4	\$400.00	-
Vietnam	24	\$2,400.00	-
WWII	0	-	-
VN SC	54	\$54,000.00	-
Global War on Terrorism / Military Affairs	0	0.00	\$250,000.00
Specially Adapted Housing	12	\$178,625.00	\$44,375.00
Tax Exemption	318	-	-
State Education Programs	163	\$40,750.00	\$33,550.00
MIA/POW Program**	276	-	-

GRANTS	
Summary of Special Services for FY 2014	
SPECIAL SERVICES	TOTAL
Veterans Employment Confirmations	525
Tax Exemptions Certificates	318
Veterans Discharge Certificates	11,989
Veterans Burial Certificates	802
SOS Special License Plate	880
POW / MIA Student Certifications	267
Phone Inquiries	4,564
Correspondence	5,581
Image Documents	250,034
Welcome Home Letters	6,617
File Emails & Faxes	4,529
Total	285,911

STATE APPROVING AGENCY

The State Approving Agency (SAA) is a completely federally funded program established to approve and audit for compliance college and non-college degree programs, vocational flight training, apprenticeships and other on-the-job training (OJT), license and certification tests, and Small Business Development Centers Entrepreneurship Courses, so that educational assistance benefits may be paid to veterans and other eligible persons under programs administered by the USDVA.

The SAA is responsible for the initial approval of all veteran training and education institutions within Illinois. The SAA is also responsible for maintaining the approval of non-college degree programs at accredited public and not-for-profit colleges and universities with deemed approved degree programs; for-profit colleges and universities; vocational schools with non-college degree programs; non-registered apprenticeship programs; and on-the-job training programs. The SAA does not maintain the approval of degree programs at accredited public and not-for-profit colleges and universities, FAA approved flight schools, and U.S. Department of Labor-registered apprenticeship programs.

The following is a list of entitlement programs for which the SAA has approval and supervisory responsibilities within Illinois:

- Montgomery G.I. Bill - Active Duty (Chapter 30)
- Montgomery G.I. Bill - Selected Reserve (Chapter 1606)
- Post-Vietnam Era Veterans' Educational Assistance Program (VEAP Chapter 32)
- Survivors and Dependents' Educational Assistance Program (Chapter 35)
- Reserve Education Assistance Program (REAP Chapter 1607)
- Post 9/11 G.I. Bill - (Chapter 33)
- VRAP - Veteran's Re-employment Assistance Program

Illinois has the most active apprenticeship and OJT training facilities of any state in the nation.

In FY 2014, the SAA also continued its efforts to promote usage of the GI Bill. We conducted separation briefings at the Great Lakes Naval Training Center, along with a variety of different education and training benefit briefings at Scott Air Force Base and Rock Island Arsenal. The SAA also maintained relationships with both the Illinois Air and Army National Guard by providing training at reintegration events, and supported the Army, Marine Corps, and Navy Reserves as applicable.

During FY 2014, the SAA renewed efforts to provide Illinois veterans with opportunities to train in approved apprenticeship and OJT training programs. This resulted in the approval of 5 new apprenticeship and 55 OJT programs. As part of this effort, the SAA briefed veterans at all of the state of Illinois law enforcement and correctional officer academies. Moreover, the SAA supervised more than 300 active apprenticeship and OJT training facilities, which represents the

The SAA also continues to assist in the monitoring of the Illinois Higher Education Veterans Service Act (P.A. 96-0133), passed in August 2009, which requires all public colleges and universities with full-time daily attendance of 1,000 to conduct a survey of the services and programs that are provided for veterans, active duty military personnel, and their families. Additional provisions require schools to appoint a Veterans Coordinator, provide a resource guide, and complete a fiscal impact survey, resulting in positive outcomes for student veterans.

Finally, the SAA supports the Illinois veteran community by organizing and participating in various initiatives in the area of education and training. The SAA has provided leadership to Military Training Counts, an interagency pilot initiative to articulate military training against academic program requirements for pilot schools. The SAA has also supported broader efforts to train the Illinois educational community on student veterans' needs and on the rigor of federally recommended academic credit for military training.

TROOPS TO TEACHERS (TTT) program assists eligible military personnel transitioning to a new career as public school teachers in Illinois. The office educates and counsels participants on the requirements for Illinois teacher certification, information on teaching degree programs, and alternative routes to certification. Information is also provided on critical teacher needs in the state by discipline and location, as well as the transfer of certification from state to state. The TTT office also assists participants as able in locating employment opportunities in K-12 public schools.

Through the federally funded, state-run TTT program, financial assistance may be provided to eligible individuals as stipends up to \$5,000 to help pay for teacher certification costs or as bonuses of \$10,000 to teach in schools serving a high percentage of students from low-income families. Participants who accept the stipend or bonus must agree to teach for three years in a 'high-needs' district or school in accordance with the authorizing legislation, and the maximum award cannot exceed \$10,000. The Illinois TTT office has continued to be responsible for implementation of this program in Illinois throughout FY 2014, with additional responsibility to include Indiana as well.

STATE APPROVING AGENCY

Summary of Activity for FY 2014

PROGRAM APPROVALS AND CANCELLATIONS	
New, Revised, Other Institutions Approval Actions	7,235
Programs and Institutions Canceled	447
New, Revised, Other Apprenticeship Approval Actions	61
Programs and Apprenticeships Cancelled	4
Programs and On-The-Job Training Approval Actions	458
Programs and On-The-Job Training Programs Cancelled	36
New, Revised, Other Flight School Approval Actions	11
Programs and Flight School Programs Cancelled	0
Programs and License and Certification Tests Approval Actions	182
Programs and License and Certification Tests Cancelled	1
Total - Approval Actions	8,435



The University of Illinois Champaign-Urbana's Veteran Student Support Services (VSSS), a unit within the Office of the Dean of Students, recognizes the selfless service and sacrifices made by members of our armed forces and the unique challenges associated with transitioning into a university setting. To support this transition, they are committed to providing Veterans, active duty personnel, National Guard and Reserve members and qualified dependents with the services necessary to pursue their academic and personal interests, explore different learning experiences, and integrate into the campus community.

ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS - SAA

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
STATE APPROVING AGENCY	\$ 1,790.4	\$ 1,790.4	\$ 1,321.1	\$ 469.3
APPROPRIATED	\$ 1,790.4	\$ 1,790.4	\$ 1,321.1	\$ 469.3
STATE APPROVING AGENCY	\$ 1,790.4	\$ 1,790.4	\$ 1,321.1	\$ 469.3
GIEF	\$ 1,567.2	\$ 1,567.2	\$ 1,159.4	\$ 407.8
FEDERAL PROJECTS FUND	\$ 223.2	\$ 223.2	\$ 161.7	\$ 61.5
GIEF	\$ 1,567.2	\$ 1,567.2	\$ 1,159.4	\$ 407.8
Personal Services	\$ 780.7	\$ 780.7	\$ 626.7	\$ 154.0
Retirement	\$ 314.8	\$ 314.8	\$ 253.0	\$ 61.8
Social Security	\$ 59.7	\$ 59.7	\$ 46.2	\$ 13.5
Group Insurance	\$ 184.0	\$ 184.0	\$ 129.7	\$ 54.3
Contractual Services	\$ 55.7	\$ 55.7	\$ 38.4	\$ 17.3
Travel	\$ 42.3	\$ 42.3	\$ 20.2	\$ 22.1
Commodities	\$ 3.3	\$ 3.3	\$ 1.1	\$ 2.2
Printing	\$ 12.0	\$ 12.0	\$ 2.6	\$ 9.4
Equipment	\$ 67.0	\$ 67.0	\$ 3.9	\$ 63.1
Electronic Data Processing	\$ 12.6	\$ 12.6	\$ 11.2	\$ 1.4
Telecommunications	\$ 17.6	\$ 17.6	\$ 11.0	\$ 6.6
Operation of Automotive Equipment	\$ 17.5	\$ 17.5	\$ 15.4	\$ 2.1
FEDERAL PROJECTS FUND				
Troops to Teachers Program	\$ 223.2	\$ 223.2	\$ 161.7	\$ 61.5

FIELD SERVICES DIVISION

Many veterans and their family members are unaware that they qualify for a variety of state and federal benefits. Through its Field Services Division, the IDVA provides a statewide system of Veteran Service Officers (VSOs) who serve local veterans and establish networks within the local communities they serve.

The IDVA VSOs are accredited by the USDVA (USDVA) and assist veterans and their dependents in filing claims for benefits with state and federal agencies. This assistance includes applications to USDVA for compensation, pension and for increasing disability benefits. Additionally, VSOs assist in applying for admission to the Illinois Veterans' Homes, for state and federal education benefits, burial benefits, and health benefits, among others. Questions and correspondence with various public and not-for-profit agencies are also initiated at the request of VSO veteran clients.

General Representation of Office Sites
State-wide in 2014



Veterans need for services the IDVA provides has increased significantly due to the conflicts in Iraq and Afghanistan and a new influx of returning veterans. The Department's investment in VSOs accredited by USDVA continues to realize increased federal dollars for Illinois veterans.

The field is divided into four divisions: Northern, Central, Southern, and Appeals. The Field Manager maintains oversight of the program through the division supervisors. Case management is further enhanced by the Appeals Division, which is co-located at the USDVA's Veteran Benefits Regional Office (VARO) in Chicago. Our accredited Appeals VSOs coordinate directly with the USDVA's Veteran's Benefits Administration to present and represent claims and to assist in veterans in appealing decisions and appearing at hearings with the claimants before administrative law judges.

During FY 2014, the Department's 73 VSOs conducted 111,955 interviews, in addition to the preparation and submittal of 89,129 state and federal applications for eligible Illinois veterans, dependents, and survivors. These activities were instrumental in establishment of initial claims and continued receipt of federal monies paid to veterans in Illinois, to include \$43.4 million in retroactive federal benefits monies and more than \$84 million annually being received by Illinois veterans, their dependents, and their survivors.

In the course of FY 2014 the Department's VSOs implemented systems to better access and to increase interoperability between IDVA and VARO-Chicago IT systems to help streamline the claims process. IDVA VSOs are employing *CyberVet*, a new claims management platform which was developed by the IDVA. VARO-Chicago assists IDVA in providing VSO training and access to the Veteran's Benefits Management System (VBMS), and the IDVA is pursuing Digits-to-Digits (D2D) connectivity as a pilot platform IDVA *CyberVet* data system and VBMS.

Service to veterans continued to improve through outreach to the Illinois veteran community. VSOs continue to place emphasis on assisting veterans the Illinois Warrior Assistance Program (IWAP), the Veterans Care Program, Home Loan programs and scholarship programs. VSOs also continue to support survivors and families of Illinois' fallen by assisting with filing claims under the Line of Duty Compensation Act from the Illinois Court of Claims.

Cook and the Collar Counties:
52% of Illinois' Veteran Population
386,559 Veterans

Winnebago County:
2.9% of the Illinois Veteran Population
21,827 Veterans

Metro St. Louis:
7.4% of Illinois Veteran Population
55,597 Veterans

St. Clair County has the highest
Veteran Density at 15.4%
29,744 Veterans

Sangamon County:
2.2% of Illinois Veteran Population
16,933 Veterans
About a Division of Marines or Soldiers

Post-Traumatic Stress Disorder
1/5 of Post-9/11 Veterans
1/3 of Vietnam Veterans
Post-9/11 veterans w PTSD: 10,634
Vietnam veterans w PTSD: 81,431
Estimated in Illinois

**In FY2014 IDVA Submitted
34,516 Certified Packets
to USDVA**

FIELD SERVICES DIVISION

Summary of Activity for FY 2014

SERVICES-USDVA	TOTAL	SERVICES-IDVA/STATE	TOTAL
Pension	1,363	New Veterans Records Added	12,440
Widows Pension	894	IL Warrior Assistance Program	0
Veterans Compensation	8,401	War Bonus Applications	630
Widows Death & Indemnity	514	VetCare Health Insurance	25
Parents DIC	12	Illinois Veterans' Grant	400
Appeals	1,473	State Education	81
Child Exclusion	0	MIA/POW Benefit	119
Hospital	3,099	Fishing/Hunting Permit	2,526
ChampVA health benefits	365	Camping Permit	312
Education	597	Veterans' Home Applications	95
Loans	396	Veteran ID Cards	2,231
Insurance	323	3WVGR/4WVGR (Markers/Burial)	2,890
Power of Attorney	5,135	Special Events	330
Burial Benefits	1,202	IDVA/State Actions	22,079
Grave Markers	1,768		
Armed Forces	8,405		
Discharges/Medals	2,882		
Fully Developed Claims	3,434		
USDVA Actions	40,263		
VSO OUTREACH		TOTAL	
Interviews	<i>Veterans</i>	44,173	
	<i>Dependents</i>	9,145	
Phone Interviews		58,637	
Emails		13,102	
VSO OUTREACH TOTAL		125,057	

**Total forms contained in
certified claims 81,115**

Veteran outreach and engagement is a key part of the IDVA's mission.

IDVA Chief of Staff Simon Wlodarski thanks a World War II veteran at an event to mark the 70th Anniversary of D-Day.

*Image courtesy of
the French Consulate, Chicago*



ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS - Field Services

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
FIELD SERVICES	\$ 5,178.4	\$ 5,178.4	\$ 5,045.9	\$ 132.5
APPROPRIATED	\$ 5,178.4	\$ 5,178.4	\$ 5,045.9	\$ 132.5
FIELD SERVICES	\$ 5,178.4	\$ 5,178.4	\$ 5,045.9	\$ 132.5
GRF	\$ 5,178.4	\$ 5,178.4	\$ 5,045.9	\$ 132.5
Operations	\$ 5,178.4	\$ 5,178.4	\$ 5,045.9	\$ 132.5
Personal Services	\$ 4,283.5	\$ 4,283.5	\$ 4,264.6	\$ 18.9
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 342.1	\$ 342.1	\$ 312.6	\$ 29.5
Contractual Services	\$ 290.3	\$ 290.3	\$ 247.5	\$ 42.8
Travel	\$ 76.0	\$ 76.0	\$ 64.1	\$ 11.9
Commodities	\$ 11.6	\$ 11.6	\$ 6.2	\$ 5.4
Printing	\$ 8.0	\$ 8.0	\$ 7.3	\$ 0.7
Equipment	\$ 1.1	\$ 1.1	\$ 0.9	\$ 0.2
Electronic Data Processing	\$ 21.1	\$ 21.1	\$ 20.3	\$ 0.8
Telecommunications	\$ 114.1	\$ 114.1	\$ 109.3	\$ 4.8
Operation of Automotive Equipment	\$ 30.6	\$ 30.6	\$ 13.1	\$ 17.5

Field Services

73 IDVA VSOs -- 102 Counties -- **744,710 Veterans**

111,955 interviews

89,129 state and federal applications

\$43.4 million in retroactive federal benefits

More than **\$84 million** annually for Illinois veterans,
their dependents, and their survivors

Annual Operating Budget **\$5.1 million**

ILLINOIS VETERANS' HOMES

GENERAL INFORMATION

Each Illinois Veterans' Home is fully staffed with caring and dedicated professionals who provide quality long-term care and services to each resident. Volunteers from local community and veterans' organizations provide many additional supporting services and activities. Emphasis is given to ensuring that each resident experiences the highest possible quality of life.

Illinois Veterans' Homes
have an overall
Resident Satisfaction
rate of **9.3 out of 10**

QUALITY AND STANDARDS

The Homes are subject to the Illinois Nursing Home Care Act, the same as other skilled care facilities in the State and undergoes annual licensure inspections by the IDPH. Additionally, each Home is surveyed annually by its USDVA medical center of jurisdiction in areas of resident care, quality and safety.

ELIGIBILITY

Any honorably discharged veteran is entitled to admission if he or she:

- (1) has served in the U.S. Armed Forces at least one day during a period recognized by the USDVA as a war period or has served in a hostile fire environment and has been awarded a campaign or expeditionary medal; or
- (2) was retired for a service-connected disability or injury, or
- (3) has served on active duty in the U.S. Armed Forces for 24 months of continuous service or more and enlisted after September 7, 1980 or
- (4) has served as a Reservist or National Guard member, and the service included being called to Federal Active Duty (excluding service for Active Duty Training only) and completed the term or completed 20 years of satisfactory service and is otherwise eligible to receive reserve or active duty retirement benefits; or
- (5) has been discharged for reasons of hardship or released from active duty due to a reduction in the U.S. Armed Forces before the completion of the required period of service; and
- (6) entered the service as a resident of Illinois or has been a resident of Illinois for one year immediately preceding the date of application for admission; and
- (7) is disabled by disease, wounds, or otherwise, and because of disability is incapable of earning a living.

Peacetime veterans with one year of honorable military services may also be eligible for admission; other qualifying conditions, as required, must be met.

ADMISSION PRIORITIES

A candidate who has served during a time of conflict has preference over all other qualifying candidates

Admission to an Illinois Veterans' Home, for a veteran certified to be eligible, is based upon:

- A. The ability of the Home to provide adequate and appropriate care and services required by the veteran's medical diagnoses and assessed needs.
- B. An available bed in the category required by the veteran's medical conditions and assessed needs.

DOMICILIARY CARE

National Guard or Reserve Forces of the United States who have completed 20 years of satisfactory service and are eligible to receive reserve or active duty retirement benefits are eligible for Domiciliary Care only.

WAITING LISTS

When required, waiting lists are established by each Home. Veterans whose applications are accepted, but who cannot be immediately admitted to the facility, are placed on the facility waiting list and are prioritized on a “first come-first served” basis.

Separate waiting lists are prepared for General Skilled Care and for Special Needs Care if there are separate units for this type of care.

First priority is to serve wartime veterans. If there are no eligible wartime veterans on the waiting list, the second priority is given to peacetime veterans. At Anna and Quincy, spouses of residents or widows of veterans who are otherwise eligible for admission are eligible for admission to domiciliary units when there are no wartime or peacetime veterans on the waiting list. Absolutely no exceptions are permitted to the policy.

COSTS OF CARE

Residents pay a maximum monthly maintenance fee of \$1,429 based on individual income and ability-to-pay. The ability-to-pay-plan has a maximum charge and covers room, food (including special diets and supplements), medication, medical care, recreation and activities, and any special therapy or treatment prescribed by the attending physician.

Some costs of care not covered include, but may not be limited to, eyeglasses, hearing aids, dentures, prostheses, and special wheelchairs or mechanical devices. Such costs must be paid directly to the providers by the resident or responsible surrogate.

ACTIVITIES

The Homes provide a full range of activities for residents, both inside and outside of the facility. Every member is encouraged to participate in as many of the activities and programs as possible. Some examples of activities include card games, bingo parties, cooking and crafts, religious services, exercise and fitness, entertainment, and outdoor activities.

Representatives of national, state and local veterans’ organizations frequently visit in the Homes, and Resident Advisory Boards (RAB) and Veterans’ Advisory Councils (VAC) at each Home work to assure that quality standards are maintained and that the special needs of our veterans are met at all times.



The Sensory Garden at Illinois Veterans' home - Anna. A favorite spot for residents and families.



Residents, family and staff enjoying a patriotic picnic at Illinois Veterans' Home - Quincy

ILLINOIS VETERANS' HOME AT QUINCY

In 1886, the 34th Illinois General Assembly passed legislation to establish a soldiers' and sailors' home for disabled Illinois veterans of the Mexican and Civil Wars. On June 1, 1886 Governor Richard Oglesby selected Quincy as the site of the new home. On October 19, 1886 the Illinois Soldiers' and Sailor's Home was formally dedicated. In June 1973 the name was changed to the Illinois Veterans' Home at Quincy (IVH-Quincy) and has provided over 128 years of service to Illinois' veterans.

Bruce Vaca
Administrator
Illinois Veterans' Home
Quincy

The IVH-Quincy is the largest and oldest veterans' home of the four in Illinois and one of the larger and older veterans' homes in the country. Today, over 400 residents call the facility home and represent most of the 102 counties in Illinois. The IVH-Quincy provides domiciliary and skilled nursing care to Illinois veterans, their spouses and widows/widowers.

The Home offers levels of healthcare ranging from domiciliary to skilled nursing care, with units for Alzheimer's and other forms of dementia. Full-time physicians, Registered Nurses, Licensed Practical Nurses and Veteran Nursing Assistants-Certified (CNAs) provide 24-hour a day, 7-days a week care. In addition to the extensive medical department, the Home has social services, activities, accounting, dietary, laundry, housekeeping, business, and security and maintenance departments. A multi-therapy center was constructed in 1996 and the newest addition to the campus is the 106-bed Fifer Building, which opened in 2008.

The IVH-Quincy has often been labeled as "the city within the city" because of its size and unique setting. The Home sits upon 210 beautiful acres on the northern edge of Quincy, with 40 buildings totaling slightly less than 1 million gross square feet, and approximately five miles of streets. The campus amenities include a post office, bank, assembly hall, guest house, snack bar, chapel, cemetery, fishing lake, animal park, museum, and several historic sites and veterans' memorials. The Home also has its own newsletter publication and cable television station.

The aging campus of the IVH-Quincy buildings necessitates that many capital projects be addressed by the Honorable Discharge. A project to renovate the coal-fired power plant is complete; the plant generates emergency back-up power in case of outages as well as steam for heating, cooling, dietary laundry and hot water. The power house was renovated and the landmark chimney partially demolished and rebuilt. The Chiller and Cooling Tower replacement was finished in FY 2014. The coal handling system in the Power Plant and the nurse call system in Elmore building were replaced as Emergency CDB Projects.

ILLINOIS VETERANS' HOME AT QUINCY

Summary of Activity for FY 2014

	FY 2013	FY 2014
Average Skilled Care Census	376.58	383.00
Average Hours of Care for Residents in Homes	3.23	3.20
Federal Dollars Claimed for Skilled Care Per Diem	\$12,827,126.07	\$13,644,858.36
Volunteer Hours	5,061.15	15,144.50
Donations Received from Service Organizations	\$47,066.45	57,252.76

Resident Satisfaction Survey Results

(scoring 1-10, with 10 being best)

• Overall - General Satisfaction	9.31
• Facility Services	9.10
• Environment	8.89
• Quality of Care	9.12
• Staff/Management	8.93
• Dining	8.92
• Activities	8.48

33% Response Rate (124 respondents of 368 Residents), as of 10/2014

Design work for the renovation of Kent Building is nearly finished, and when complete, will convert the two-man rooms to single-occupancy and provide private en suite toilet and shower rooms to each; construction funding has not been released. This project also included installation of fire suppression sprinklers in Elmore and Schapers buildings. Other buildings on the campus will receive sprinklers as part of a separate, state-wide project that included portions of the Illinois Veterans' Homes at Manteno, LaSalle and Anna.

The U.S. Department of Veterans' Affairs Medical Center at Iowa City is the hospital of jurisdiction for the IVH-Quincy.

ILLINOIS VETERANS' HOME AT QUINCY

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
QUINCY VETERANS' HOME	\$ 48,428.2	\$ 48,428.2	\$ 43,578.6	\$ 4,849.6
APPROPRIATED	\$ 48,408.9	\$ 48,408.9	\$ 43,559.3	\$ 4,849.6
NON-APPROPRIATED	\$ 19.3	\$ 19.3	\$ 19.3	\$ -
QUINCY VETERANS' HOME	\$ 48,428.2	\$ 48,428.2	\$ 43,578.6	\$ 4,849.6
GRF	\$ 25,286.4	\$ 25,286.4	\$ 25,286.0	\$ 0.4
QVHF	\$ 23,122.5	\$ 23,122.5	\$ 18,273.3	\$ 4,849.2
LIBRARY GRANT FUND	\$ 19.3	\$ 19.3	\$ 19.3	\$ -
Operations	\$ 25,286.4	\$ 25,286.4	\$ 25,286.0	\$ 0.4
Personal Services	\$ 23,406.8	\$ 23,406.8	\$ 23,406.7	\$ 0.1
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 1,702.6	\$ 1,702.6	\$ 1,702.5	\$ 0.1
Contractual Services	\$ 177.0	\$ 177.0	\$ 176.8	\$ 0.2
Commodities	\$ -	\$ -	\$ -	\$ -
Electronic Data Processing	\$ -	\$ -	\$ -	\$ -
QVHF				
Operations	\$ 23,122.5	\$ 23,122.5	\$ 18,273.3	\$ 4,849.2
Personal Services	\$ 9,903.9	\$ 9,903.9	\$ 7,253.7	\$ 2,650.2
Members Compensation	\$ 35.0	\$ 35.0	\$ 17.3	\$ 17.7
Retirement	\$ 3,992.5	\$ 3,992.5	\$ 2,929.0	\$ 1,063.5
Social Security	\$ 757.6	\$ 757.6	\$ 531.0	\$ 226.6
Contractual Services	\$ 3,100.4	\$ 3,100.4	\$ 2,656.9	\$ 443.5
Travel	\$ 6.0	\$ 6.0	\$ 2.1	\$ 3.9
Commodities	\$ 4,783.4	\$ 4,783.4	\$ 4,424.8	\$ 358.6
Printing	\$ 23.7	\$ 23.7	\$ 21.0	\$ 2.7
Equipment	\$ 118.5	\$ 118.5	\$ 106.1	\$ 12.4
Electronic Data Processing	\$ 67.9	\$ 67.9	\$ 40.8	\$ 27.1
Telecommunications	\$ 101.3	\$ 101.3	\$ 99.1	\$ 2.2
Operation of				
Automotive Equipment	\$ 84.9	\$ 84.9	\$ 51.0	\$ 33.9
Permanent Improvements	\$ 20.0	\$ 20.0	\$ 13.9	\$ 6.1
Refunds	\$ 127.4	\$ 127.4	\$ 126.6	\$ 0.8
LIBRARY GRANT FUND	\$ 19.3	\$ 19.3	\$ 19.3	\$ -

ILLINOIS VETERANS' HOME AT MANTENO

The Illinois Veterans' Home at Manteno (IVH-M), which admitted its first resident April 16, 1986, has continued to serve a large number of northern Illinois veterans. The IVH-M is located on a 122-acre campus 60 miles south of Chicago; approximately 145 acres of excess property is farmed with the proceeds of that lease being placed in the Manteno Home Fund. This facility has five nursing care units and two ancillary buildings to provide skilled care to veteran residents. The Home provides a comfortable home for the veterans in a peaceful rural setting and has a post office, library, bank, beauty/barber shop, and commissary to serve up to 294 residents. The campus features a small park-area with a stocked, landscaped, man-made pond with a pavilion where veterans can sit and enjoy the outdoors or "catch-and-release" fishing.

Lester Robertson
Administrator
Illinois Veterans' Home
Manteno



Irma Louise (Binder) Pepin - a great lady and volunteer at IVH-Manteno - made a great difference to hundreds of residents and staff with over 29 years of active, energetic volunteer work at the Home. She passed in April 2014.

Photograph courtesy of the Kankakee Daily Journal / photographer Nicholas Holstein, 2013.

The IVH-M has a complete in-house medical staff to provide the full range of professional care for veterans. Residents who may require acute hospital services such as surgery, advanced diagnostic workups, or other specialized treatments receive these at the USDVA Medical Center at Hines, Illinois, while two community hospitals in Kankakee also provide acute and emergency care.

Social services and activities are provided to assure high quality of life standards are maintained for each resident. The IVH-M Activities and Volunteer Services Departments provide residents with a variety of social and recreational activities. Skilled, professional staff members are assisted by a large contingent of dedicated, skilled volunteers from veterans and civic organizations. Also, chaplains conduct weekly Catholic, Protestant, and Jewish religious services.

ILLINOIS VETERANS' HOME AT MANTENO

Summary of Activity for FY 2014

	FY 2013	FY 2014
Average Skilled Care Census	278.00	291.00 .00
Average Hours of Care for Residents in Homes	3.27	3.23
Federal Dollars Claimed for Skilled Care Per Diem	\$10,636,967.26	\$11,542,416.87
Volunteer Hours	10,668.00	8,310.00
Donations Received from Service Organizations	\$122,579.00	\$ 173,348.59
Resident Satisfaction Survey Results (scoring 1-10, with 10 being best)		
• Overall - General Satisfaction		9.01
• Facility Services		8.89
• Environment		8.91
• Quality of Care		9.20
• Staff/Management		8.48
• Dining		8.83
• Activities		8.56
27% Response Rate (78 respondents of 285 Residents), as of 10/2014		

The Illinois Veterans' Advisory Council held their quarterly meeting at Manteno in June and provided the council members an opportunity to meet residents and tour the campus.

A project installed sprinklers in the interconnecting hallways and other areas of the Home as part of the CDB Statewide Fire Suppression Sprinkler project. An in-house project to paint the "interconnects" - hallways between buildings - and update the past residents' photo gallery is complete. Additionally, the Home provided funding to repair the roof damage caused by the November 17, 2013 tornado.

The USDVA Medical Center at Edward Hines Jr. Hospital is the hospital of jurisdiction for the IVH-M.

ILLINOIS VETERANS' HOME AT MANTENO

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
MANTENO VETERANS' HOME	\$ 36,193.2	\$ 36,193.2	\$ 32,332.3	\$ 3,860.9
APPROPRIATED	\$ 36,180.7	\$ 36,180.7	\$ 32,319.8	\$ 3,860.9
NON-APPROPRIATED	\$ 12.5	\$ 12.5	\$ 12.5	\$ -
MANTENO VETERANS' HOME	\$ 36,193.2	\$ 36,193.2	\$ 32,332.3	\$ 3,860.9
GRF	\$ 16,498.6	\$ 16,498.6	\$ 16,447.8	\$ 50.8
MVHF	\$ 19,682.1	\$ 19,682.1	\$ 15,872.0	\$ 3,810.1
LIBRARY GRANT FUND	\$ 12.5	\$ 12.5	\$ 12.5	\$ -
Operations	\$ 16,498.6	\$ 16,498.6	\$ 16,447.8	\$ 50.8
Personal Services	\$ 15,340.3	\$ 15,340.3	\$ 15,340.1	\$ 0.2
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 1,158.3	\$ 1,158.3	\$ 1,107.7	\$ 50.6
Contractual Services	\$ -	\$ -	\$ -	\$ -
Commodities	\$ -	\$ -	\$ -	\$ -
Electronic Data Processing	\$ -	\$ -	\$ -	\$ -
MVHF				
Operations	\$ 19,682.1	\$ 19,682.1	\$ 15,872.0	\$ 3,810.1
Personal Services	\$ 7,520.6	\$ 7,520.6	\$ 5,622.0	\$ 1,898.6
Members Compensation	\$ 26.0	\$ 26.0	\$ 23.9	\$ 2.1
Retirement	\$ 3,031.6	\$ 3,031.6	\$ 2,270.8	\$ 760.8
Social Security	\$ 575.4	\$ 575.4	\$ 410.6	\$ 164.8
Contractual Services	\$ 6,124.1	\$ 6,124.1	\$ 5,856.6	\$ 267.5
Travel	\$ 8.5	\$ 8.5	\$ 6.9	\$ 1.6
Commodities	\$ 1,605.4	\$ 1,605.4	\$ 1,117.0	\$ 488.4
Printing	\$ 20.0	\$ 20.0	\$ 17.6	\$ 2.4
Equipment	\$ 365.0	\$ 365.0	\$ 246.3	\$ 118.7
Electronic Data Processing	\$ 50.8	\$ 50.8	\$ 32.3	\$ 18.5
Telecommunications	\$ 98.8	\$ 98.8	\$ 92.4	\$ 6.4
Operation of				
Automotive Equipment	\$ 89.9	\$ 89.9	\$ 56.7	\$ 33.2
Permanent Improvements	\$ 75.0	\$ 75.0	\$ 35.2	\$ 39.8
Refunds	\$ 91.0	\$ 91.0	\$ 83.7	\$ 7.3
LIBRARY GRANT FUND	\$ 12.5	\$ 12.5	\$ 12.5	\$ -

ILLINOIS VETERANS' HOME AT LaSALLE

The Illinois Veterans' Home at LaSalle (IVH-LaSalle) opened on December 12, 1990. With the 2008 construction of an 80-bed addition, the capacity increased to 200 veterans - 160 in general skilled care and 40 veterans with special needs - Alzheimer's and/or dementia. Veterans moved into the new wings in February 2009.

John Koehler
Administrator
Illinois Veterans' Home
LaSalle

The IVH-LaSalle is funded for 184 residents and provides comprehensive, quality, skilled nursing care to the veterans who live there, with the goal to promote the highest possible functioning and quality of life for each individual member. Residents and their families are free to enjoy five secure, landscaped outdoor courtyards for fresh air. A full range of rehabilitation services are provided to assist veterans in meeting their goals. The Home has a complete staff of medical, nursing, social service, and activity personnel. Ancillary services such as physical, speech and occupational therapies are available at the Home through contractual arrangements with specialists in the community.

The storm water detention pond west of the IVH-LaSalle has been completed and functioned well in heavy rains that closely followed completion of the project. Additional sprinklers were installed at the IVH-LaSalle through the CDB Statewide Fire Suppression Sprinkler project. The Home undertook a project to resurface and stripe the front parking lot and had the storm sewer corrected.

The Hines VA Medical Center is the USDVA hospital of jurisdiction for the IVH-LaSalle.

ILLINOIS VETERANS' HOME AT LaSALLE

Summary of Activity for FY 2014

	FY 2013	FY 2014
Average Skilled Care Census	175.00	182.00
Average Hours of Care for Residents in Homes	3.18	3.51
Federal Dollars Claimed for Skilled Care Per Diem	\$6,356,240.00	\$7,066,350.00
Volunteer Hours	5,061.15	3,709.25
Donations Received from Service Organizations	\$76,889.00	\$73,801.00
Resident Satisfaction Survey Results <i>(scoring 1-10, with 10 being best)</i>		
• Overall - General Satisfaction		9.41
• Facility Services		9.00
• Environment		9.18
• Quality of Care		9.24
• Staff/Management		9.15
• Dining		8.95
• Activities		8.75
42% Response Rate (75 respondents of 177 Residents), as of 10/2014		

ILLINOIS VETERANS' HOME AT LaSALLE

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
LaSALLE VETERANS' HOME	\$ 21,981.7	\$ 21,981.7	\$ 17,781.7	\$ 4,200.0
APPROPRIATED	\$ 21,966.1	\$ 21,966.1	\$ 17,766.1	\$ 4,200.0
NON-APPROPRIATED	\$ 15.6	\$ 15.6	\$ 15.6	\$ -
LaSALLE VETERANS' HOME	\$ 21,981.7	\$ 21,981.7	\$ 17,781.7	\$ 4,200.0
GRF	\$ 9,874.6	\$ 9,874.6	\$ 9,872.8	\$ 1.8
LVHF	\$ 12,091.5	\$ 12,091.5	\$ 7,893.3	\$ 4,198.2
LIBRARY GRANT FUND	\$ 15.6	\$ 15.6	\$ 15.6	\$ -
Operations	\$ 9,874.6	\$ 9,874.6	\$ 9,872.8	\$ 1.8
Personal Services	\$ 9,200.7	\$ 9,200.7	\$ 9,199.0	\$ 1.7
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 673.9	\$ 673.9	\$ 673.8	\$ 0.1
Contractual Services	\$ -	\$ -	\$ -	\$ -
Commodities	\$ -	\$ -	\$ -	\$ -
Electronic Data Processing	\$ -	\$ -	\$ -	\$ -
LVHF				
Operations	\$ 12,091.5	\$ 12,091.5	\$ 7,893.3	\$ 4,198.2
Personal Services	\$ 5,654.7	\$ 5,654.7	\$ 3,261.0	\$ 2,393.7
Retirement	\$ 2,279.6	\$ 2,279.6	\$ 1,315.0	\$ 964.6
Social Security	\$ 432.6	\$ 432.6	\$ 239.2	\$ 193.4
Contractual Services	\$ 2,253.5	\$ 2,253.5	\$ 1,744.7	\$ 508.8
Travel	\$ 8.0	\$ 8.0	\$ 4.3	\$ 3.7
Commodities	\$ 1,198.0	\$ 1,198.0	\$ 1,125.4	\$ 72.6
Printing	\$ 9.5	\$ 9.5	\$ 9.2	\$ 0.3
Equipment	\$ 80.1	\$ 80.1	\$ 62.4	\$ 17.7
Electronic Data Processing	\$ 25.6	\$ 25.6	\$ 12.8	\$ 12.8
Telecommunications	\$ 54.6	\$ 54.6	\$ 50.8	\$ 3.8
Operation of				
Automotive Equipment	\$ 24.6	\$ 24.6	\$ 13.1	\$ 11.5
Permanent Improvements	\$ 25.0	\$ 25.0	\$ 9.8	\$ 15.2
Refunds	\$ 45.7	\$ 45.7	\$ 45.6	\$ 0.1
LIBRARY GRANT FUND	\$ 15.6	\$ 15.6	\$ 15.6	\$ -

ILLINOIS VETERANS' HOME AT ANNA

Angela Simmons
Administrator
Illinois Veterans' Home
Anna

The Illinois Veterans' Home at Anna (IVH-Anna) is a 50-bed, skilled care nursing facility with six adjoining domiciliary units for 12 residents. Situated on a 16.1-acre site in Union County, the Home provides long-term medical and skilled nursing care services, rehabilitative and social services, and a complete quality of life program for residents.

Numerous activities of interest to residents are also provided, in part thanks to the strong support and assistance of dedicated volunteers from veterans' organizations and the community. In addition, IVH-Anna members enjoy the serenity and peacefulness of a Sensory Garden designed specifically for residents with Alzheimer's and related dementia.

The Home was managed and operated by healthcare provider organizations under contract with IDVA from its opening on August 29, 1994, until legislation enacted during the 93rd General Assembly, which directed IDVA to assume operation of the Home effective April 1, 2004.

Fire Suppression Sprinklers were installed in March 2014 as part of the Department's Statewide Sprinkler project. A major CDB project to replace the roofing system was completed in May 2014.

The plan and begin designs for a 44-bed expansion at IVH-Anna are nearly complete, although capital funding for this project still has not been appropriated by the General Assembly. When constructed, this project will enlarge the dining room and multi-purpose room, a new central kitchen, and will also provide secure unit that will better address the special needs of residents with Alzheimer's and other forms of dementia.

The USDVA Medical Center at Marion is the hospital of jurisdiction for the IVH-Anna.

ILLINOIS VETERANS' HOME AT ANNA

Summary of Activity for FY 2014

	FY 2013	FY 2014
Average Skilled Care Census	48.17	48.00
Average Hours of Care for Residents in Homes	3.23	3.89
Federal Dollars Claimed for Skilled Care Per Diem	\$1,766,014	\$2,097,383
Volunteer Hours	5,032.5	3,476.5
Donations Received from Service Organizations	\$70,807	\$99,668
Resident Satisfaction Survey Results <i>(scoring 1-10, with 10 being best)</i>		
• Overall - General Satisfaction		9.48
• Facility Services		9.35
• Environment		9.55
• Quality of Care		9.40
• Staff/Management		9.21
• Dining		8.45
• Activities		8.00
38% Response Rate (18 respondents of 48 Residents), as of 10/2014		

ILLINOIS VETERANS' HOME AT ANNA

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
ANNA VETERANS' HOME	\$ 7,502.2	\$ 7,502.2	\$ 5,747.1	\$ 1,755.1
APPROPRIATED	\$ 7,499.6	\$ 7,499.6	\$ 5,744.5	\$ 1,755.1
NON-APPROPRIATED	\$ 2.6	\$ 2.6	\$ 2.6	\$ -
ANNA VETERANS' HOME	\$ 7,502.2	\$ 7,502.2	\$ 5,747.1	\$ 1,755.1
GRF	\$ 4,616.8	\$ 4,616.8	\$ 4,616.2	\$ 0.6
AVHF	\$ 2,882.8	\$ 2,882.8	\$ 1,128.3	\$ 1,754.5
LIBRARY GRANT FUND	\$ 2.6	\$ 2.6	\$ 2.6	\$ -
Operations	\$ 4,616.8	\$ 4,616.8	\$ 4,616.2	\$ 0.6
Personal Services	\$ 4,300.4	\$ 4,300.4	\$ 4,300.3	\$ 0.1
Retirement	\$ -	\$ -	\$ -	\$ -
Social Security	\$ 316.1	\$ 316.1	\$ 315.9	\$ 0.2
Contractual Services	\$ 0.1	\$ 0.1	\$ -	\$ 0.1
Commodities	\$ 0.1	\$ 0.1	\$ -	\$ 0.1
Electronic Data Processing	\$ 0.1	\$ 0.1	\$ -	\$ 0.1
AVHF				
Operations	\$ 2,882.8	\$ 2,882.8	\$ 1,128.3	\$ 1,754.5
Personal Services	\$ 1,187.7	\$ 1,187.7	\$ -	\$ 1,187.7
Retirement	\$ 478.8	\$ 478.8	\$ -	\$ 478.8
Social Security	\$ 60.4	\$ 60.4	\$ -	\$ 60.4
Contractual Services	\$ 678.5	\$ 678.5	\$ 670.4	\$ 8.1
Travel	\$ 11.5	\$ 11.5	\$ 11.3	\$ 0.2
Commodities	\$ 365.0	\$ 365.0	\$ 352.7	\$ 12.3
Printing	\$ 4.0	\$ 4.0	\$ 2.9	\$ 1.1
Equipment	\$ 13.8	\$ 13.8	\$ 13.6	\$ 0.2
Electronic Data Processing	\$ 12.4	\$ 12.4	\$ 11.7	\$ 0.7
Telecommunications	\$ 18.4	\$ 18.4	\$ 17.0	\$ 1.4
Operation of				
Automotive Equipment	\$ 9.6	\$ 9.6	\$ 9.2	\$ 0.4
Permanent Improvements	\$ 10.0	\$ 10.0	\$ 9.4	\$ 0.6
Refunds	\$ 32.7	\$ 32.7	\$ 30.1	\$ 2.6
LIBRARY GRANT FUND	\$ 2.6	\$ 2.6	\$ 2.6	\$ -

ILLINOIS VETERANS' HOME AT CHICAGO

IDVA continued efforts to support the thousands of veterans in northeastern Illinois - where over 50% of our veteran population lives - with plans for the Illinois Veterans' Home at Chicago. This planned 200-bed home will, once completed in 2016, be ready to provide long-term skilled and special needs care for eligible veterans. In concert with other state agencies and with the strong support of Governor Pat Quinn since planning began in 2009, during FY 2014 IDVA assisted in the design completion, construction planning, obtaining bonding authority to fund the construction, and in bidding out the contract with firm goals for veteran-owned businesses.



Architect's rendering of the Illinois Veterans' home - Chicago, scheduled for completion in 2016.

PRINCE HOME

Located on the grounds of the Manteno Veterans' Home, the Prince Home for homeless and disabled veterans is a separate program with a dedicated staff and program director. The Prince Home opened in 2007 to provide permanent supportive housing for men and women veterans through its 15-bed facility. The Prince Home staff provides each resident with the skills needed for successful independent living. The Home provides a structured, safe, and caring environment in which a sense of dignity, belonging, and achievement enhance the opportunity to succeed. The Prince Home vision is for our residents to leave the program with the confidence to achieve full-time employment, independent housing, and sobriety.

Tommy Haire
Interim Administrator
Illinois Veterans' Home
Prince Home
Since Aug. 2014

The Prince Home is not a shelter - it is home. To reside in the Prince Home, residents must participate in the entire scope of the curriculum, programs and activities. As of June 2014 Prince Home had served 129 veterans residents since opening.

The Prince Home is community-based and focused on providing for its residents. However, the Home's leadership advocate for homeless veterans statewide through networks with county and city governments; other state agencies; religious institutions; private and community organizations; the USDVA; and state-wide veterans' organizations.

PRINCE HOME
Summary of Activity for FY 2014

	FY 2013	FY 2014
Number of Homeless Veteran Applications	41.00	37.00
Number of Admissions	17.00	15.00
Number of residents achieving a 70% performance goal	43.00	25.00
Number of Residents graduating	10.00	2.00
Total Known Recidivism Rate	18.00%	4.75%
Average Length of Residency (in weeks)	56.50	83.50
Number of Outreach Events Attended	61.00	32.00

ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS - Prince Homeless and Disabled Program

FISCAL YEAR 2014

7/01/2013 THROUGH 6/30/2014

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
PRINCE HOMELESS PROGRAM	\$ 925.7	\$ 925.7	\$ 757.8	\$ 167.9
APPROPRIATED	\$ 925.7	\$ 925.7	\$ 757.8	\$ 167.9
NON-APPROPRIATED	\$ -	\$ -	\$ -	\$ -
GRF	\$ 750.7	\$ 750.7	\$ 628.6	\$ 122.1
MVHF	\$ 50.0	\$ 50.0	\$ 15.5	\$ 34.5
FEDERAL PROJECTS FUND	\$ 125.0	\$ 125.0	\$ 113.7	\$ 11.3
IVAF	\$ -	\$ -	\$ -	\$ -
MVHF				
Costs associated with Homeless Program	\$ 50.0	\$ 50.0	\$ 15.5	\$ 34.5
FEDERAL PROJECTS FUND				
Costs associated with Homeless Program	\$ 125.0	\$ 125.0	\$ 113.7	\$ 11.3
IVAF				
Veterans Assistance Fund -Homeless Program	\$ -	\$ -	\$ -	\$ -

INTERNAL AUDIT

The Department has implemented a comprehensive full-time program of internal auditing in accordance with the Fiscal Control and Internal Auditing Act (FCIAA)(30 ILCS 10/2001) and professional auditing standards. Accordingly, the internal audit function is authorized to have full, free, and unrestricted access to all of the Department's records, personnel, property, facilities, and information systems.

The Department's internal audit function consists of a Chief Internal Auditor and one internal audit staff that is shared with the Illinois Department of Military Affairs. The Chief Internal Auditor was appointed to a 5-year term beginning on August 1, 2014 and reports directly to the Department's Director, as required by FCIAA (30 ILCS 10/2002).

The activities of the internal audit function include:

- Development and maintenance of detailed internal audit procedures to promote compliance with FCIAA and professional standards;
- Development and maintenance of an internal audit charter in accordance with professional internal auditing standards;
- Formal certifications that the internal audit is free from impairment or the perception of impairment;
- Presentation and execution of two-year audit plans, in compliance with FCIAA (30 ILCS 10/2003(a)(1));
- Assurance and consulting services; and
- Coordination of state and federal external audits and reviews.

Further, as required by FCIAA (30 ILCS 10/2003(a)(1)), the Chief Internal Auditor submits annually, by September 30, a report detailing how the audit plan for preceding fiscal year was carried out, the significant findings, and the extent to which recommended changes were implemented.

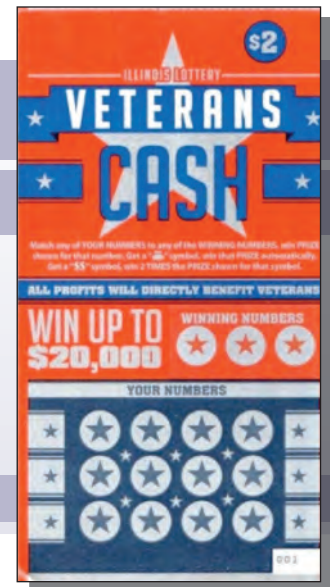
VETERANS CASH LOTTERY GRANT

Veterans Cash Lottery is the Illinois Lottery's specialty ticket supporting Illinois veterans. The promotion and sales of this specialty ticket is from November to February each year, or until stocks are depleted. All net proceeds from the sales of Veterans Cash Lottery tickets are deposited into the Illinois Veterans Assistance Fund, an interest-bearing account in the State Treasury. Through the Veterans Cash Committee, the IDVA then awards grants to public and not-for-profit organizations that apply the funding to address veterans' needs in the areas of Post-Traumatic Stress Disorder, homelessness, health insurance costs, long-term care, disability benefits, and employment and training. Since February 2006, the Grant Committee has authorized 240 grants totaling \$11.9 million. In FY 2014, the committee awarded 27 grants totaling \$630,232.

Veterans Cash Lottery Grant

Summary of Activity for FY 2014

GRANTS MADE BY CATEGORY	NUMBER OF GRANTS	TOTAL AMOUNT
• Post-Traumatic Stress	6	\$ 158,150
• Veteran Disability Benefits	4	\$ 140,000
• Health Insurance Costs	1	\$ 25,000
• Veteran Long-Term Care	5	\$ 81,000
• Employment Training & Placement	1	\$ 15,000
• Veteran Homelessness	10	\$211,082
TOTAL	27	\$630,232



Veterans Cash Grant program underwent a policy and procedural review in FY 2014 to better meet statutory, reporting, and compliance standards. The result was a more defined, accurate, and transparent Veterans Cash Grant process. The application and grant agreement was revised and enhanced to provide for increased grantee organizational structure information and accountability through reporting during the grant period. Veterans Cash Grant information was the first grant information uploaded in data.illinois.gov, a website directed by Governor Pat Quinn, and was updated quarterly to increase transparency of the programs to the public.

The Grant Committee consists of three (3) voting members who meet quarterly to review the grant requests. They evaluate those grant applications against a rubric, select, and then forward the selections to the IDVA Director for approval of the grant applications. The voting members of the Grant Committee for FY 2014 were: Amy Amizich (IDVA), Lt. Col. Curt Ashby (IDMA), and Dr. Jean Douglas (Oak Park Vet Center). In May 2014 Ricardo Mantay, Jr. a Veteran-at-Large was appointed, replacing Amizich, who took an assignment with IDMA.

ILLINOIS WARRIOR ASSISTANCE PROGRAM

In January 2008, Illinois became the first state in the nation to launch a Traumatic Brain Injury (TBI) and Post Traumatic Stress Disorder (PTSD) program for returning veterans. The Illinois Warrior Assistance Program (IWAP) offers a 24-hour, toll-free helpline at 1-866-554-IWAP (4927) and web platform (www.illinoiswarrior.com), which are staffed by health care professionals to assist and advise veterans and family members with transition and behavioral health challenges. These professionals refer veterans and family members to the appropriate health or community resource, as well as provide referrals for behavioral health counseling for eligible veterans and family members.

Following its inception, IWAP became a national model, used by the DOD and the Centers for Disease Control in setting up similar programs for returning veterans nationwide.

Outreach during FY 2014 included print and online promotions as well as targeted communications to statewide veteran service providers - including VA hospitals, community-based outreach clinics (CBOCs), and senior mental health program managers with the Veterans Integrated Service Networks (VISN) in Illinois - in an effort to build awareness and increase access. Working with the IWAP contractor and partner organizations, IDVA aims to increase the number of individuals accessing the program in the coming fiscal year.

Illinois Warrior Assistance Program

Summary of Activity for FY 2014

SERVICES	TOTAL
Unique Web Users	9,213
Call Center Users	159
Referrals To Providers	85
Online Chat Session	16



ILLINOIS DISCHARGED SERVICEMEMBER TASK FORCE

Pursuant to Public Act 95-294, effective August 20, 2007, the State of Illinois created the Illinois Discharged Servicemember Task Force (DSTF). The mission of DSTF is to investigate the re-entry process for servicemembers who return to civilian life after being engaged in an active theatre. In order to accomplish this mission, DSTF convenes a team of experienced, professional veteran advocates and community leaders to analyze major issue areas and develop strategic policy recommendations. DSTF's strategic policy recommendations are published yearly in the DSTF Annual Report.

In accordance with the Act, DSTF members include:

- A representative of the IDVA, who shall chair the committee;
- A representative from the Illinois Department of Military Affairs;
- A representative from the Office of the Illinois Attorney General;
- A member of the General Assembly appointed by the Speaker of the House;
- A member of the General Assembly appointed by the House Minority Leader;
- A member of the General Assembly appointed by the President of the Senate;
- A member of the General Assembly appointed by the Senate Minority Leader;
- 4 members chosen by the Illinois Department of Veterans' Affairs, who shall represent statewide veterans' organizations or veterans' homeless shelters;
- One member appointed by the Lieutenant Governor; and
- A representative of the USDVA shall be invited to participate.

ACTIVITIES

In FY 2014, DSTF held its quarterly meetings on:

- September 25, 2013 IDVA Chicago Office
- December 16, 2013 Pritzker Military Museum and Library, Chicago, IL
- March 31, 2014 Village Hall, New Lenox, IL
- May 29, 2014 Illinois Mathematics and Science Academy, Aurora, IL

DSTF focused on opportunities to leverage existing resources, build greater collaboration among veteran-serving organizations, and identify practical, cost-minimal solutions to optimize service delivery to veterans and their families. As such, agency executives, elected officials, and leaders in the veteran community have utilized DSTF's expert guidance to:

- Synergize, re-tool and build the capacity of existing programs;
- Introduce and advance well-grounded legislation;
- Launch new outreach and advocacy efforts; and
- Build collaborative partnerships between key stakeholder organizations both in and outside the veteran community.

DSTF released its FY 2014 Annual Report in June of 2014. The report includes an overview of and corresponding policy recommendations in four critical issue areas: Economic Vitality, Homelessness and Housing, Women Veterans, and Behavioral Health. The DSTF FY 2014 Annual Report is available online at the IDVA homepage Advisory Groups and Reports.

ILLINOIS DISCHARGED SERVICEMEMBER TASK FORCE

(FY 2014)

Rodrigo Garcia

Assistant Director, Illinois Department of Veterans' Affairs (Chair)

Maurice Rochelle

Deputy J9, Illinois Department of Military Affairs

Grant Swinger

Military and Veterans Rights Bureau Chief, Office of the Illinois Attorney General

Representative Linda Chapa LaVia, State Representative, 83rd District

A member of the General Assembly appointed by the Speaker of the House;

Representative Wayne Rosenthal, State Representative, 98th District

A member of the General Assembly appointed by the House Minority Leader;

Senator Michael Hastings, State Senator, 19th District

A member of the General Assembly appointed by the President of the Senate;

Senator Pamela Althoff, State Senator, 32nd District

A member of the General Assembly appointed by the Senate Minority Leader;

Mark W. Bowman, Sergeant Major, Illinois National Guard

Kevin Hull, Executive Director, Westside Institute for Science & Education

Kenneth Clarke, President & Chief Executive Officer, Pritzker Military Library & Museum

Alison Ruble, President & Chief Executive Officer, United Service Organizations of Illinois

Selected by the IDVA, representing statewide veterans' organizations or veterans' homeless shelters

Jim Frazier, Gold Star Father and Survivor Outreach Services Officer, U.S. Army

A member appointed by the Lieutenant Governor

Mary Ann Romeo, MSSW, VISN 12 Care Coordinator, USDVA

Duane Honeycutt, Chicago VBA Regional Office Director, USDVA

Representatives of the USDVA

ILLINOIS VETERANS' ADVISORY COUNCIL

The Illinois Veterans' Advisory Council (IVAC) was established effective July 1, 2004, by Public Act 093-0779 on July 21, 2004. In accordance with the Act,

Council members include:

- Four members of the General Assembly, appointed one each by the President of the Senate, the Minority Leader of the Senate, the Speaker of the House of Representatives, and the Minority Leader of the House of Representatives, preferably from a legislative or representative district in which a state-operated veterans' home is located.
- Six veterans appointed by the Director of Veterans' Affairs.
- One veteran appointed by the commander or president of each Veteran Service Organization that is chartered by the federal government and by the State of Illinois and that elects to appoint an IVAC member.

Public Act 96-1266 increased the council Membership to include:

- One person appointed by the Adjutant General of the Illinois National Guard,
- One person appointed by the Illinois Attorney General
- One person appointed by the Illinois Secretary of State
- One person appointed by the Director of the Illinois Department of Employment Security
- One person appointed by each military family organization that is chartered by the federal government.
- In addition, no member of the council shall be an employee or representative of the Department of Veterans' Affairs.

Members of the Council serve without compensation or reimbursement. The Council meets quarterly as required and is available to meet at the call of the Chair or at the call of the Director of Veterans' Affairs or the Governor. The Department provides meeting space and clerical and administrative support services for the Council.

The Council is empowered to:

- Advise the Department of Veterans' Affairs with respect to the fulfillment of its statutory duties.
- Review and study the issues and concerns that are most significant to Illinois veterans and advise the Department on those issues and concerns.
- Receive a report from the Director of Veterans' Affairs or the Director's designee at each meeting with respect to the general activities of the Department.
- Report to the Governor and the General Assembly annually describing the issues addressed and the actions taken by the council during the year as well as any recommendations for future action.

ACTIVITIES

In FY 2014, the council held its quarterly meetings on:

- December 18, 2013 via VTC; IDVA Central Office, Springfield and Chicago Office
- March 12, 2014 IVH- Quincy, Quincy, Illinois
- June 4, 2014 IVH- Manteno, Manteno, Illinois

The FY 2014 scheduled included meeting at two of the four IDVA homes so that IVAC members could visit the homes in person and so they could also hear from the Homes' residents.

ILLINOIS VETERANS' ADVISORY COUNCIL

(FY 2014)

Bill Wolff, Chairman

Director's Appointee

Al Reynolds, Vice Chairman

DAV Representative

GENERAL ASSEMBLY MEMBERS

The Honorable Toi Hutchinson	Illinois State Senator
The Honorable Sue Rezin	Illinois State Senator
The Honorable Adam Brown	Illinois State Representative
The Honorable Jerry Costello	Illinois State Representative

EXTERNAL AGENCY APPOINTEES

Lt. Col. Curt Ashby	Adjutant General of the ILNG
Grant Swinger	Office of the Attorney General
Gregory J. Curran	Office of the Secretary of State
Gil Laroche	IL Department of Employment Security

DIRECTOR'S APPOINTEES

Terry Woodburn	Veteran, The American Legion
James Underwood	Veteran, Kaskaskia College
Edgar Delgado	Veteran, Student Veterans of America
Jack Price	Veteran, Veteran Advocate
Bill Wolff	Veteran, At Large

VETERAN SERVICE ORGANIZATIONS

Myron Kirby	The American Legion
Keith Witherell	AMVETS*
Joyce Carrasco	Blue Star Mothers of America
George Pempek	Catholic War Veterans
Al Reynolds	Disabled American Veterans
Michelle Fitz-Henry	Gold Star Wives of America, Inc.
Robert Kenney	Korean War Veterans
Daniel T. Finn	Military Order of the Purple Heart
Mike Peck	Military Order of the World Wars
Louis Meyers	Reserve Officers' Association
David Strowmatt	Veterans Assistance Commission
William Wolff	Veterans of Foreign Wars
Roy L. Dolgos	Vietnam Veterans' of America

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CC: *Secretary of the Senate (2)*
Clerk of the House (2)
SOS Indexing Department



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